The Adjutant General Directorate

"People Always ... Mission First"

TSGLI Ambassador and Affiliate Training Call

July 17, 2008

Agenda

- Reminders
- Representation Do's and Don'ts
- SFSS Staff
- Open Discussion

Reminders

- All media outreach needs to be approved through the CRSC program office before submission.
  - Exception: standard media outreach tools
  - Media Tips & Tricks document is a good reference for working with the media

You Are Representing CRSC

- DO:
  - Use the tools and resources provided to you for outreach
  - Speak to your local media about CRSC ***after*** contacting the program office to make them aware of the event
  - Contact your political representatives to educate them about CRSC and offer them information
  - Contact the program office if you have any concerns before elevating it to ARBA or the Congressional level
  - Keep it professional
- DO NOT:
  - Speak to national media – that should be through Public Affairs and the program office
  - Answer any question that is outside of the realm of the program or that you do not feel 100% confident answering
  - Lobby politicians under the auspice of being a CRSC Ambassador

Manage Risk to Yourself and Others

- Confidentiality is Key!
  - When the CRSC Program Office sends along contact information for a retiree, it is solely for the purpose of assisting them with their claim
  - Do not share Personally Identifiable Information (PII) of a potential claimant with anyone outside of the program office unless you receive specific permission from the retiree
- Keep your liabilities at a minimum
  - Never promise payment, even if they have an injury that is very straightforward and will likely be awarded (e.g., diabetes due to AO exposure)

Personally Identifiable Information (PII)

- What is PII?
  - Information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name and medical records
  - Personal information which is linked or linkable to a specified individual
- Always protect PII
  - Only distribute or release PII to individuals when it is authorized and the individual has a need to know
  - Do not discuss PII in common public areas
  - Properly dispose of copies of claims, medical records, etc., containing PII by burning or shredding after a claim is complete
  - Do not email full SSNs to the program office
  - Report the loss or unauthorized disclosure of PII to CRSC immediately to mitigate any risk that could occur

What is an SFSS?

- TSGLI has Soldier Family Support Specialists (SFSSs) at strategic MTFs around the country
- They are deployed military staff
- Each SFSS has been through a training process at Human Resources Command for an in depth understanding of the program
- They also have an understanding of Combat-Related Special Compensation (CRSC)

SFSS Roles and Responsibilities

- Responsibilities include:
  - Program education to medical personnel, leadership and claimants
  - Claimant advocacy
  - Claim processing assistance
  - Medical documentation assistance
  - Payment advisory/counseling
  - Guidance on ADLs
  - Address Soldier, Family concerns – channel to appropriate program authorities
  - Provide HRC benefit and resource referrals

Meet Your SFSS

Location	Deployed SFSS	Phone Number
BAMC, Fort Sam Houston, TX	BLANCO, Martin LTC	210-916-3984
BAMC, Fort Sam Houston, TX	LOPEZ, Norma MSG	210-916-4397
Blanchfield, Ft Campbell, KY	COREY, Randy SGM	270-956-1748
Darnel Army Hospital, Ft Hood, TX	LEDEZMA, Letica MSG	571-289-3039
Eisenhower, Ft. Gordon, GA	TURNER, Ira MSG	706-791-0794
Ft. Belvoir, VA	FORD, Kyle CPT	317-375-1590
Guthrie Ambulatory Clinic, FT Drum, NY	RATTERMAN, Mark MSG	315-774-0644
Madigan AMC, Ft. Lewis, WA	DUCKETT, Jesse SGT	253-966-8433
Schoefield AMC, HI	BERRY, James LTC	808-805-8190
WAMC, Ft. Bragg, NC	GAMBLE, Derek	910-643-6657

Open Discussion Notes